



NEWFOUNDLAND AND LABRADOR
BOARD OF COMMISSIONERS OF PUBLIC UTILITIES
120 Torbay Road, P.O. Box 21040, St. John's, Newfoundland and Labrador, Canada, A1A 5B2

E-mail: ghayes@newfoundlandpower.com

2016-07-12

Newfoundland Power Inc.
Mr. Gerard Hayes
55 Kenmount Road
P.O. Box 8910
St. John's, NL A1B 3P6

Dear Mr. Hayes:

Re: Newfoundland Power Inc. – Approval of a Plan for the Refund to Newfoundland Power's Customers of a Surplus Balance in Newfoundland and Labrador Hydro's Rate Stabilization Plan (RSP) – Clarification on Section 3.2 Credit to Existing Balance

The Board has received and reviewed Newfoundland Power's application for approval of a plan to refund to customers a portion of the balance in the Rate Stabilization Plan. Clarification on Section 3.2 Credit to Existing Balance, which reads as follows, is required:

"The Company will be entitled to credit a Refund to which a Customer is entitled under the Plan against an outstanding balance owed by that Customer to the Company."

The Board requests a definition of the term "outstanding balance" as well as an example of how the refund will be applied, as of the date refunds are being issued, to (i) customers that are in arrears; (ii) customers that have been billed but accounts not yet paid; and (iii) customers who have paid their most recent bills.

If you have any questions, please do not hesitate to contact the Board's Legal Counsel, Ms. Jacqui Glynn, by email, jglynn@pub.nl.ca or telephone (709) 726-6781.

Yours truly,

Cheryl Blundon
Board Secretary

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Newfoundland Power Inc.
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